



05-21-04

PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/507,966  
Applicant: Kauffman et al.  
Filed: Feb. 22, 2000  
Art Unit: 2121  
Examiner: Wilbert L. Starks  
Title: A METHOD AND SYSTEM FOR  
OPERATIONS MANAGEMENT

Confirmation No.: 2744

Docket No.: 042757 / 278590  
Customer No.: 00826

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JUN 01 2004

Technology Center 2100

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**  
**37 C.F.R. § 1.121**

Sir:

In response to the Office Action dated Nov. 20, 2003, please amend the above-identified application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims beginning at page 4 of this paper.

**Amendments to the Drawings** begin on page 11 of this paper and include attached replacement sheets.

**Remarks/Arguments** begin on page 12 of this paper.

An **Appendix** including amended drawing figures is attached following page 18 of this paper.



Attorneys Docket No. 042757/278590

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In re: Kauffman et al.  
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Transmitted herewith is an AMENDMENT in the above-identified patent application.

- Applicant claims small entity status. See 37 C.F.R. § 1.27.  
 No additional fee is required.

The fee has been calculated as shown below:

(COL. 1)		(COL. 2)	(COL. 3)	SMALL ENTITY		OTHER THAN A SMALL ENTITY	
CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	OR RATE	ADDIT. FEE
TOTAL	* 34	** 33	= 0	X 9=	\$	X 18=	\$
INDEP	* 7	*** 5	= 2	X 43=	\$ 86	X 86=	\$
<input type="checkbox"/> FIRST PRESENTATION OF MULTIPLE DEP. CLAIM				+145=	\$	+290=	\$
				TOTAL ADD FEE \$ 86.00		OR TOTAL	\$

\* If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.

\*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.

\*\*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space. The "Highest Number Previously Paid For" (Total or Independent) is the highest number found from the equivalent box in Col. 1 of a prior Amendment or the number of claims originally filed.

In re: Kauffman et al.  
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Atty. Dock. No. 042757/278590  
Page 2

- Please charge my Deposit Account No. 16-0605 in the amount of \$ 86.00.
- A check in the amount \$ \_\_\_\_ to cover the additional fee is enclosed.
- The Commissioner is hereby authorized to charge any deficiency in payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 16-0605.
  - Any additional filing fees required under 37 C.F.R. § 1.16 for the presentation of extra claims.
  - Any patent application processing fees under 37 C.F.R. § 1.17.

Respectfully submitted,

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Attorney/Agent of Record

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Date of Deposit May 20, 2004

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to:  
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Christopher J. Gegg